

**From:** "Laura Richardson" <richardsonl@bcsc.k12.in.us> on 09/08/2004 02:36:00 PM

**Subject:** Study on Credit Bureaus Handling of Disputes

Thank God someone is finally collecting information on the quality and accuracy of information produced by the credit agencies. I have personally experienced the trauma brought on by trying to resolve a discrepancy.

Several years ago, I got a cell phone for a friend which was my first mistake. My friend ran up the bill, did not pay it and the service wound up disconnected. My friend also failed to repay me. I continued to try and collect the debt but was unsuccessful. The account was turned over to a collection agency. I then paid the collection agency but in the meantime, the collection agency transferred my account to another collection agency who to this day still reports my balance as past due and unpaid.

I have receipts and a letter stating that I paid the first collection agency. The second collection agency said they would only retract the negative information if I had a letter from the original creditor that I no longer had a balance. Problem is, that company, Ameritech cellular, is no longer in business. They are now known by the name AT&T but they have no way to verify my old account.

I asked the credit bureau to investigate and look at my documentation which I sent to them TWICE. On both occasions, the credit bureau simply called the collection agency and verified "yes, she has an account here and it has a past due balance". They never once took into account the documentation I provided.

I have since obtained other credit and now at my credit union, they know the situation and aren't surprised a bit at the trouble I had. It is so easy for companies to report incorrectly and then it is up to the consumer to get it retracted which has proven to be like pulling teeth.

Thanks for providing this avenue to voice my concern.

Laura Daily-Richardson